

INSTRUCTIONS

The survey will take about 15 minutes to complete.

Please follow these instructions.

- ◆ Use a **pencil**.
- ◆ Mark only one circle for each question (see the example below), unless it tells you to “*Mark all that apply.*”
- ◆ When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

EXAMPLE:

◆ 1. Are you a veteran of the United States Armed Forces?

☒ Yes

☐ No

Please watch for “SKIP” instructions – they tell you when to skip over a group of questions that you do not need to answer.

OMB Control Number: 2900-0569 Public Reporting Burden Statement

VA may not conduct or sponsor, and respondent is not required to respond to this collection of information unless it displays a valid OMB Control Number. All responses are voluntary. Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. If you have comments regarding this burden estimate or any aspects of this collection of information, call 1-(800)-827-1000 for mailing information on where to send your comments.

Important: Base your answers only on your experience with the claim identified on the cover.

BACKGROUND INFORMATION ABOUT YOUR CLAIM

1. Did the benefit you applied for require an application form?

- ☐ No (SKIP to question 7 on this page)
☐ Yes (Go on to question 2)



2. Did you fill out the application form yourself?

- ☐ No, someone else filled it out for me (SKIP to question 6 on this page)
☐ Yes, but someone helped me (Go on to question 3)
☐ Yes, filled it out myself (Go on to question 3)



3. How easy was it to fill out the application form?

- ☐ Very easy
☐ Somewhat easy
☐ Neither easy nor difficult
☐ Somewhat difficult
☐ Very difficult

4. What, if anything, did you find to be difficult about the application form? (Mark all that apply.)

- ☐ Print was hard to read
☐ It was too long
☐ Some questions were not clear
☐ Some instructions were confusing
☐ Nothing especially difficult

5. How long did it take you to fill out the application form?

- ☐ Less than 15 minutes
☐ 15 minutes to less than 30 minutes
☐ 30 minutes to less than 45 minutes
☐ 45 minutes to 1 hour
☐ More than 1 hour

6. Did VA let you know that your application had been received?

- ☐ Yes
☐ No

7. How completely did VA explain the steps necessary to process your claim?

- ☐ Completely
☐ Mostly
☐ Somewhat
☐ Only a little
☐ Not at all

8. How long did VA tell you it would probably take to process your claim? (Mark only one circle below.)

- | | |
|-------------------------------------------|------------------------------------------|
| <input type="radio"/> Less than 2 weeks | <input type="radio"/> 4 months |
| <input type="radio"/> 2 weeks | <input type="radio"/> 5 months |
| <input type="radio"/> 3 weeks | <input type="radio"/> 6 months |
| <input type="radio"/> 4 weeks (1 month) | <input type="radio"/> 7 months |
| <input type="radio"/> 5 weeks | <input type="radio"/> 8 months |
| <input type="radio"/> 6 weeks | <input type="radio"/> 9 months |
| <input type="radio"/> 7 weeks | <input type="radio"/> 10-11 months |
| <input type="radio"/> 8 weeks (2 months) | <input type="radio"/> 12 months (1 year) |
| <input type="radio"/> 9 weeks | <input type="radio"/> More than one year |
| <input type="radio"/> 10 weeks | <input type="radio"/> No estimate given |
| <input type="radio"/> 11 weeks | <input type="radio"/> Don't recall |
| <input type="radio"/> 12 weeks (3 months) | |

9. Was this a realistic estimate?

- ☐ Yes
☐ No
☐ No estimate given

10. How long do YOU think is reasonable for VA to take to process your claim? (Mark only one circle below.)

- | | |
|-------------------------------------------|------------------------------------------|
| <input type="radio"/> Less than 2 weeks | <input type="radio"/> 4 months |
| <input type="radio"/> 2 weeks | <input type="radio"/> 5 months |
| <input type="radio"/> 3 weeks | <input type="radio"/> 6 months |
| <input type="radio"/> 4 weeks (1 month) | <input type="radio"/> 7 months |
| <input type="radio"/> 5 weeks | <input type="radio"/> 8 months |
| <input type="radio"/> 6 weeks | <input type="radio"/> 9 months |
| <input type="radio"/> 7 weeks | <input type="radio"/> 10-11 months |
| <input type="radio"/> 8 weeks (2 months) | <input type="radio"/> 12 months (1 year) |
| <input type="radio"/> 9 weeks | <input type="radio"/> More than one year |
| <input type="radio"/> 10 weeks | <input type="radio"/> Don't know |
| <input type="radio"/> 11 weeks | |
| <input type="radio"/> 12 weeks (3 months) | |

(continue to next column)

GO TO THE NEXT PAGE

Important: Base your answers only on your experience with the claim identified on the cover.

SUPPORTING MATERIALS

11. Did VA ask YOU to provide any military service or medical records, civilian records, or any other information to support your claim?

- ☐ No (SKIP to question 17 on this page)
☐ Yes (Go on to question 12)



12. Did VA let you know what military or civilian records were needed from you to support your claim?

- ☐ Yes
☐ No

13. Did VA let you know what military or civilian records were needed from you all at one time?

- ☐ Yes
☐ No

14. In general, how easy was it for you (or your family) to obtain records you needed to support your claim?

- ☐ Very easy
☐ Somewhat easy
☐ Neither easy nor difficult
☐ Somewhat difficult
☐ Very difficult

15. How reasonable were VA's requests for records or other documents?

- ☐ Very reasonable
☐ Somewhat reasonable
☐ Neither reasonable nor unreasonable
☐ Somewhat unreasonable
☐ Very unreasonable

16. Did VA ask you to resubmit any records or documents you (or someone helping you) had already given them?

- ☐ Yes
☐ No

17. Did VA have to obtain any military service or medical records, civilian records, or any other information to support your claim?

- ☐ No (SKIP to question 20 on page 3)
☐ Don't know (SKIP to question 20 on page 3)
☐ Yes (Go on to question 18)



18. How well was VA able to obtain military or civilian records or other information needed to support your claim?

- ☐ Much better than expected
☐ Better than expected
☐ Just as expected
☐ Worse than expected
☐ Much worse than expected
☐ Don't know

19. How well was VA able to access information about your claim from other parts of VA, the military, or other government agencies?

- ☐ Much better than expected
☐ Better than expected
☐ Just as expected
☐ Worse than expected
☐ Much worse than expected
☐ Don't know

(continue to next column)

Important: Base your answers only on your experience with the claim identified on the cover.

MEDICAL EXAM

20. After filing your claim, were you required to have a medical exam in order to support your claim?

- ☐ No (SKIP to question 26 on this page)
☐ Yes (Go on to question 21)



21. Have you had the medical exam?

- ☐ No (SKIP to question 26 on this page)
☐ Yes (Go on to question 22)



22. How convenient was the scheduled time for your exam?

- ☐ Very convenient
☐ Somewhat convenient
☐ Neither convenient nor inconvenient
☐ Somewhat inconvenient
☐ Very inconvenient

23. Where was the medical exam conducted?

- ☐ At a VA facility
☐ At a non-VA facility

24. How convenient was the location of your medical exam?

- ☐ Very convenient
☐ Somewhat convenient
☐ Neither convenient nor inconvenient
☐ Somewhat inconvenient
☐ Very inconvenient

25. Did the exam seem appropriate for your claim?

- ☐ Yes
☐ No
☐ Don't know

STATUS OF YOUR CLAIM

26. How completely did VA keep you informed of the status of your claim?

- ☐ Completely
☐ Mostly
☐ Somewhat
☐ Only a little
☐ Not at all
☐ Didn't need status information

27. Did VA tell you of any delays or problems with your claim that you could help resolve?

- ☐ Yes
☐ No
☐ No delays or problems

28. Was a VA person or team specifically assigned to your claim?

- ☐ Yes
☐ No
☐ Didn't need person or team assigned
☐ Don't know

29. Did a Veterans Service Organization (for example the VFW, American Legion, or DAV) help you with your claim?

- ☐ Yes
☐ No

30. Did a State or county veterans service office help you with your claim?

- ☐ Yes
☐ No

(continue to next column)

GO TO THE NEXT PAGE

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PHONE CONTACT

31. Did VA ever contact you by PHONE about your claim?

- ☐ Yes
☐ No
☐ Don't know

32. Did you ever try to reach VA by PHONE concerning your claim?

- ☐ No (SKIP to question 41 on page 5)
☐ Yes (Go on to question 33)



33. Why did you phone?
 (Mark all that apply.)

- ☐ To get information before I filed
☐ To apply for a benefit
☐ To check on the status of my claim
☐ To get an explanation of a VA letter
☐ To give VA more information
☐ To return a call from VA
☐ Unable to go to VA office in person

34. How easy was it to get through to VA on the phone?

- ☐ Very easy
☐ Somewhat easy
☐ Neither easy nor difficult
☐ Somewhat difficult
☐ Very difficult
☐ Never got through
 (SKIP to question 41 on page 5)

35. Once you got through to VA on the phone, how long did it usually take before you spoke with someone about your claim?
 (Mark only one circle below.)

- | | |
|------------------------------------------|--------------------------------------------|
| <input type="radio"/> Less than 1 minute | <input type="radio"/> 8 minutes |
| <input type="radio"/> 1 minute | <input type="radio"/> 9 minutes |
| <input type="radio"/> 2 minutes | <input type="radio"/> 10 minutes |
| <input type="radio"/> 3 minutes | <input type="radio"/> 11-15 minutes |
| <input type="radio"/> 4 minutes | <input type="radio"/> 16-20 minutes |
| <input type="radio"/> 5 minutes | <input type="radio"/> 21-25 minutes |
| <input type="radio"/> 6 minutes | <input type="radio"/> More than 25 minutes |
| <input type="radio"/> 7 minutes | |

(continue to next column)

36. How long do YOU think is reasonable for you to wait before speaking with a VA staff person?
 (Mark only one circle below.)

- | | |
|------------------------------------------|--------------------------------------------|
| <input type="radio"/> Less than 1 minute | <input type="radio"/> 8 minutes |
| <input type="radio"/> 1 minute | <input type="radio"/> 9 minutes |
| <input type="radio"/> 2 minutes | <input type="radio"/> 10 minutes |
| <input type="radio"/> 3 minutes | <input type="radio"/> 11-15 minutes |
| <input type="radio"/> 4 minutes | <input type="radio"/> 16-20 minutes |
| <input type="radio"/> 5 minutes | <input type="radio"/> 21-25 minutes |
| <input type="radio"/> 6 minutes | <input type="radio"/> More than 25 minutes |
| <input type="radio"/> 7 minutes | |

37. Overall, how many times did you speak with a VA employee by phone about your claim?

- ☐ 1 time
☐ 2 times
☐ 3 times
☐ 4 times
☐ 5 times
☐ 6 times
☐ 7 times
☐ 8 times
☐ 9 times
☐ 10 or more times

38. How courteous were VA employees when they spoke with you on the phone?

- ☐ Very courteous
☐ Somewhat courteous
☐ Neither courteous nor discourteous
☐ Somewhat discourteous
☐ Very discourteous

39. Overall, were VA employees able to give you information about your particular claim?

- ☐ Yes
☐ No
☐ Didn't need claim information

40. Overall, how much of what you NEEDED TO KNOW did you get from your telephone contact with VA?

- ☐ All
☐ Most
☐ Some
☐ Little
☐ None

Important: Base your answers only on your experience with the claim identified on the cover.

VISITING A VA REGIONAL OFFICE

41. Did you ever VISIT a Federal (not a State or county) VA office regarding your claim?

- ☐ No (SKIP to question 50 on page 6)
☐ Yes (Go on to question 42)



42. Why did you visit the Federal VA office?
 (Mark all that apply.)

- ☐ To get information before I filed
☐ To apply for a benefit
☐ To check on the status of my claim
☐ To give VA more information
☐ VA asked me to come to the office
☐ Unable to get through by phone
☐ To get an explanation of a VA letter

43. How convenient was it for you to get to the VA office?

- ☐ Very convenient
☐ Somewhat convenient
☐ Neither convenient nor inconvenient
☐ Somewhat inconvenient
☐ Very inconvenient

44. Once you signed in at the office, how long did you usually have to wait to have an interview with a VA staff person?

- ☐ 5 minutes or less
☐ 6-10 minutes
☐ 11-15 minutes
☐ 16-20 minutes
☐ 21-25 minutes
☐ 26-30 minutes
☐ More than 30 minutes
☐ Did not have to wait

45. How long do YOU think is reasonable for you to wait before having an interview with a VA staff person?

- ☐ 5 minutes or less
☐ 6-10 minutes
☐ 11-15 minutes
☐ 16-20 minutes
☐ 21-25 minutes
☐ 26-30 minutes
☐ More than 30 minutes

46. Overall, how many times did you visit a VA office about your claim?

- ☐ 1 time
☐ 2 times
☐ 3 times
☐ 4 times
☐ 5 times
☐ 6 times
☐ 7 times
☐ 8 times
☐ 9 times
☐ 10 or more times

47. How courteous were the VA employees you met with when you visited the office?

- ☐ Very courteous
☐ Somewhat courteous
☐ Neither courteous nor discourteous
☐ Somewhat discourteous
☐ Very discourteous

48. Overall, were VA employees able to give you information about your particular claim?

- ☐ Yes
☐ No
☐ Never spoke with a VA staff person
☐ Didn't need claim information

49. Overall, how much of what you **NEEDED TO KNOW** did you get from your visit to the VA office?

- ☐ All
☐ Most
☐ Some
☐ Little
☐ None

(continue to next column)

GO TO THE NEXT PAGE

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CORRESPONDENCE

50. Did you ever WRITE to VA about your claim?

- ☐ No (SKIP to question 59 on page 7)
☐ Yes (Go on to question 51)



51. Why did you write to VA about your claim? (Mark all that apply.)

- ☐ To get information before I filed
☐ To apply for a benefit
☐ To check on the status of my claim
☐ To give VA more information
☐ To respond to a VA letter
☐ To respond to a phone call from VA
☐ To get an explanation of a VA letter
☐ To have a permanent record in my file of a phone call or interview

52. Overall, how many times did you write to VA about your claim?

- ☐ 1 time
☐ 2 times
☐ 3 times
☐ 4 times
☐ 5 times
☐ 6 times
☐ 7 times
☐ 8 times
☐ 9 times
☐ 10 or more times

53. Did you expect VA to send you a written reply to (any of) your letter(s)?

- ☐ Yes
☐ No

54. Did you receive a written reply from VA to (any of) your letter(s)?

- ☐ No (SKIP to question 59 on page 7)
☐ Don't know (SKIP to question 59 on page 7)
☐ Yes (Go on to question 55)



55. Overall, how long from when you sent a letter did it take for VA to answer or respond to it?

- ☐ 5 days or less
☐ 6-10 days
☐ 11-15 days
☐ 16-21 days
☐ 22-29 days
☐ 30-60 days
☐ More than 60 days

56. How long do YOU think is reasonable for VA to take to answer your letter(s)?

- ☐ 5 days or less
☐ 6-10 days
☐ 11-15 days
☐ 16-21 days
☐ 22-29 days
☐ 30-60 days
☐ More than 60 days

57. How easy was it for you to understand VA's written reply to your letter(s)?

- ☐ Very easy
☐ Somewhat easy
☐ Neither easy nor difficult
☐ Somewhat difficult
☐ Very difficult

58. Overall, how much of what you NEEDED TO KNOW did you get in the reply you received from VA?

- ☐ All
☐ Most
☐ Some
☐ Little
☐ None

(continue to next column)

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THE DECISION ON YOUR CLAIM

59. What is the current status of your claim?

- ☐ Granted at a rating or amount greater than expected
- ☐ Granted at a rating or amount equal to expected
- ☐ Granted at a rating or amount lower than expected
- ☐ Denied
- ☐ Still pending
(SKIP to question 70 on page 8)
- ☐ Don't know (SKIP to question 70 on page 8)

60. How long did it take to get a decision on your claim?

- ☐ Less than 2 weeks
- ☐ 2 weeks
- ☐ 3 weeks
- ☐ 4 weeks (1 month)
- ☐ 5 weeks
- ☐ 6 weeks
- ☐ 7 weeks
- ☐ 8 weeks (2 months)
- ☐ 9 weeks
- ☐ 10 weeks
- ☐ 11 weeks
- ☐ 12 weeks (3 months)
- ☐ 4 months
- ☐ 5 months
- ☐ 6 months
- ☐ 7 months
- ☐ 8 months
- ☐ 9 months
- ☐ 10-11 months
- ☐ 12 months (1 year)
- ☐ More than 1 year
- ☐ Don't recall

61. Given what you know about your claim, how reasonable was the length of time it took VA to arrive at a decision about your claim?

- ☐ Very reasonable
- ☐ Somewhat reasonable
- ☐ Neither reasonable nor unreasonable
- ☐ Somewhat unreasonable
- ☐ Very unreasonable

62. Did you receive a letter from VA notifying you that your claim had been granted or denied?

- ☐ No (SKIP to question 70 on page 8)
- ☐ Yes (Go on to question 63)



63. Did the letter clearly explain all the reasons for the decision?

- ☐ Yes
- ☐ No

64. Did the letter explain the decision in a way you could understand?

- ☐ Yes
- ☐ No

65. After you received your decision letter, did you contact VA to discuss it?

- ☐ Yes
- ☐ No

66. How fair was VA's evaluation of your claim?

- ☐ Very fair
- ☐ Somewhat fair
- ☐ Neither fair nor unfair
- ☐ Somewhat unfair
- ☐ Very unfair

67. How satisfied were you with VA's decision regarding your claim?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

68. Was the appeal process clearly explained?

- ☐ Yes
- ☐ No
- ☐ No appeal process needed

69. Have you appealed the decision on this claim?

- ☐ Yes
- ☐ No

(continue to next column)

GO TO THE NEXT PAGE

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OVERALL IMPRESSIONS

70. Overall, how helpful were VA employees?

- ☐ Very helpful
- ☐ Generally helpful
- ☐ Moderately helpful
- ☐ Somewhat helpful
- ☐ Not at all helpful

71. Overall, did the claims process reflect the courtesy, compassion, and respect due to a veteran of the United States, or their spouse or child?

- ☐ Yes
- ☐ No

72. Did you have to contact VA more than once about the SAME question or problem related to your claim?

- ☐ Yes
- ☐ No
- ☐ Never contacted VA

73. Did VA fully address all your questions, concerns, or complaints?

- ☐ Yes
- ☐ No
- ☐ Did not have any

74. Regardless of the outcome, how satisfied are you with the way VA has handled your claim?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

75. Do you feel that VA has treated you as an individual, not just a claim to be processed?

- ☐ Yes, an individual
- ☐ No
- ☐ Don't know

76. If you could get EQUAL high-quality service from each method of contacting VA, which one would you prefer?

- ☐ Phone
- ☐ Mail
- ☐ In person at a VA office
- ☐ Computer

77. Overall, how would you rate your knowledge of VA benefits for which you might be entitled?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

78. Does VA keep you informed of the full range of VA benefits and services available?

- ☐ Yes
- ☐ No
- ☐ Don't need information

79. Did VA employees ever tell you about OTHER benefits you might be eligible to receive?

- ☐ Yes
- ☐ No

(continue to next column)

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GENERAL INFORMATION

80. What is your sex?

- ☐ Male
☐ Female

81. Mark the circle of the category which includes your current age.

- ☐ 18 to 24 years old
☐ 25 to 34 years old
☐ 35 to 44 years old
☐ 45 to 54 years old
☐ 55 to 64 years old
☐ 65 to 74 years old
☐ 75 years old or older

82. What is the highest grade of school you completed?

- ☐ Less than high school
☐ Some high school
☐ High school graduate or equivalent
☐ Some college or technical school
☐ College graduate or higher

83. Relative to the claim discussed in this questionnaire, you are...?

- ☐ The veteran
☐ The spouse of the veteran
☐ The widow/widower of the veteran
☐ The son or daughter of the veteran
☐ The custodian of the veteran, the veteran's spouse, widow, widower, or child

Answer question 84 only if you said "The veteran" in question 83. Otherwise, SKIP to question 85 on page 10.

84. During which of these periods did you serve in the military?
(Mark all that apply.)

- ☐ **Before World War I**
(before April 6, 1917)
- ☐ **World War I**
(April 6, 1917-November 11, 1918)
- ☐ **Between World War I and World War II**
(November 12, 1918-September 15, 1940)
- ☐ **World War II**
(September 16, 1940-July 25, 1947)
- ☐ **Between World War II and Korean Conflict**
(July 26, 1947-June 26, 1950)
- ☐ **Korean Conflict**
(June 27, 1950-January 31, 1955)
- ☐ **Between Korean Conflict and Vietnam Era**
(February 1, 1955-August 4, 1964)
- ☐ **Vietnam Era**
(August 5, 1964-May 7, 1975)
- ☐ **Between Vietnam Era and Gulf War Era**
(May 8, 1975-August 1, 1990)
- ☐ **Gulf War Era**
(August 2, 1990-present)

(To maintain confidentiality, please do not include your name, address, claim number, or any other identifying information.)

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings on the paper.

NCS
P.O. Box 6004
Hopkins, MN 55305

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